

Europäisches Patentamt  
European Patent Office  
Office européen des brevets



(11) EP 1 041 801 A3

(12) EUROPEAN PATENT APPLICATION

(88) Date of publication A3:  
02.11.2000 Bulletin 2000/44

(51) Int. Cl. 7: H04M 3/493, H04M 7/00

(43) Date of publication A2:  
04.10.2000 Bulletin 2000/40

(21) Application number: 00302328.0

(22) Date of filing: 22.03.2000

(84) Designated Contracting States:  
AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU  
MC NL PT SE  
Designated Extension States:  
AL LT LV MK RO SI

- Danielsen, Peter John  
Naperville, Illinois 60540 (US)
- Mataga, Peter Andrew  
Naperville, Illinois 60563 (US)
- Rehor, Kenneth G.  
Berwyn, Illinois 60402 (US)

(30) Priority: 31.03.1999 US 282895

(71) Applicant:  
LUCENT TECHNOLOGIES INC.  
Murray Hill, New Jersey 07974-0636 (US)

(74) Representative:  
Buckley, Christopher Simon Thirsk et al  
Lucent Technologies Inc.,  
5 Mornington Road  
Woodford Green, Essex IG8 0TU (GB)

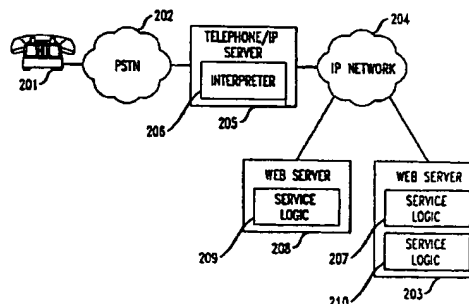
(72) Inventors:  
• Ball, Thomas J.  
Naperville, Illinois 60540 (US)

(54) Method of providing transfer capability on Web-based interactive voice response services

(57) Interactive voice response (IVR) services are provided to an end user at a telephone terminal (201) connected to the PSTN (202) through a telephone/IP server (205) that serves as an interface between the PSTN and an IP network (204) such as the Internet. A first IVR service is provided by a web server (203) running a service logic (207) for that service, which produces pages formatted in a phone markup language (PML) in response to an HTTP request sent over the IP network by the telephone/IP server to the web server at the URL address associated with the service. These pages represent an interactive dialog for that first service, which when received by the telephone/IP server, are translated and converted to audio by an interpreter (206) for audio presentation to the end user. The end user's responses, either verbal or touch-tone, to questions posed during the dialog are collected by the telephone/IP server, translated, and forwarded to the web server. Hyperlinks to a second IVR service offered on a web server (208) at a different URL address are embedded and associated with a specific question or statement in a PML-formatted page produced by the first service. When the end user affirmatively responds to that statement or question through a verbal or touch-tone input, the telephone/IP server translates that response as a "click" on the hyperlink and establishes a

virtual connection to the hyperlinked URL address of the web server providing the second service. Further, information associated with the end user's interaction with the first service, such as his identity, PIN, and/or zip code, is transferred to the second service by means of a cookie, URL encoding or other information transference mechanism, to provide an audio experience that seamlessly transfers the end user from the first service to the second.

FIG. 2



EP 1 041 801 A3



European Patent  
Office

# EUROPEAN SEARCH REPORT

Application Number  
EP 00 30 2328

| DOCUMENTS CONSIDERED TO BE RELEVANT   |  |   |   |
|---|--|---|---|
| Category  | Citation of document with indication, where appropriate, of relevant passages  | Relevant to claim   | CLASSIFICATION OF THE APPLICATION (Int.Cl.7)                    |
| X   | ATKINS D L ET AL: "INTEGRATED WEB AND TELEPHONE SERVICE CREATION"<br>BELL LABS TECHNICAL JOURNAL, US, BELL LABORATORIES,<br>vol. 2, no. 1,<br>21 December 1997 (1997-12-21), pages 19-35, XP000659566<br>ISSN: 1089-7089<br>* page 19 - page 21 *<br>* page 29 - page 32 * | 1-4, 6, 7,<br>10-14,<br>16, 17,<br>20-22                    | H04M3/493<br>H04M7/00   |
| X   | WO 97 32427 A (NETPHONIC COMMUNICATIONS INC) 4 September 1997 (1997-09-04)<br><br>* abstract; figure 1 *<br>* page 2, line 1 - line 29 *<br>* page 3, line 26 - line 34 *<br>* page 4, line 21 - line 25 *<br>* page 5, line 7 - line 15 *                                 | 1-5, 7,<br>10-15,<br>17, 20-22                              | <div>TECHNICAL FIELDS SEARCHED (Int.Cl.7)</div> <div>H04M</div> |
| The present search report has been drawn up for all claims  |  |   |   |
| Place of search<br><b>THE HAGUE</b>   |  | Date of completion of the search<br><b>8 September 2000</b> | Examiner<br><b>Willems, B</b>                                   |
| <div>CATEGORY OF CITED DOCUMENTS</div> <div> X : particularly relevant if taken alone<br/> Y : particularly relevant if combined with another document of the same category<br/> A : technological background<br/> O : non-written disclosure<br/> P : intermediate document<br/> T : theory or principle underlying the invention<br/> E : earlier patent document, but published on, or after the filing date<br/> D : document cited in the application<br/> L : document cited for other reasons<br/> &amp; : member of the same patent family, corresponding document </div> |  |   |   |

EPO FORM 1503 03.02 (P04001)

**ANNEX TO THE EUROPEAN SEARCH REPORT  
ON EUROPEAN PATENT APPLICATION NO.**

EP 00 30 2328

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report.  
The members are as contained in the European Patent Office EDP file on  
The European Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

08-09-2000

| Patent document<br>cited in search report | Publication<br>date | Patent family<br>member(s) | Publication<br>date |
|---|---------------------|----------------------------|---------------------|
| WO 9732427 A                              | 04-09-1997          | US 5953392 A               | 14-09-1999          |
|   |                     | AU 1985197 A               | 16-09-1997          |
| <hr/>                                     |                     |                            |                     |

EPD FORM P0439

For more details about this annex : see Official Journal of the European Patent Office, No. 12/82